



OFFICE OF THE CITY COUNCIL/MAYOR CONSTITUENT SERVICES

Job title	<i>Constituent Services/Community Services</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>Councilman Mike Gallagher; Chief of Staff</i>

"This is a position being hired by City Council Member Mike Gallagher. Assistants are not City Employees, but are employees of the Mayor or the individual Councilmember. These Assistants answer only to the Mayor or Councilmember by whom they are employed, and represent only the respective Mayor or Councilmember's point of view in serving constituents."

Job purpose

- Under general direction from the Elected Official, performs a variety of professional duties involved in the coordination of activities for the District with city departments and external organizations. Provide information and assistance to the public. Will work closely with individuals, advocacy groups and other associations to provide information or referrals for City services.

Duties and responsibilities

- Take calls, emails, letters, and office walk-ins from individual constituents and neighborhood groups on issues, complaints, and requests within the district and respond with resolution, information, and/or further instruction.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Inputs City Service Requests in content management software and follows up on cases with department, and then with the constituent if callback requested.
- Explains policies to community members and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
- Works directly with City Departments on public projects in the District, and acts as a liaison for the community.
- Monitors various issues of concern and keeps Chief of Staff informed regarding citizen complaints and resolution status.
- Assists elected official in preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
- Assists in facilitating meetings and events for the District.
- May attend meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required. To include some evening and weekend work.
- Performs related duties and fulfills responsibilities as required.

Preferred Qualifications

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or related field.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

Knowledge, Skills & Abilities

- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to develop clear and concise reports.
- Ability to perform all the physical requirements of the job.

Work Location/Hours

Work Location:

City Hall – 4th Floor
100 Military Plaza
San Antonio, TX 78205

Field Office (Primary location)
1635 NE Loop 410, Ste. 510
San Antonio, TX 78209

Work Hours:

8:30 a.m. – 5:00 p.m.

*Some possible evenings and weekends

Application Instructions:

Interested individuals should email a letter of interest and resume to:

Christopher Callanen

Assistant to City Council

Email: Christopher.Callanen@sanantonio.gov